



CTDHP Grievance Report

Coordination of Care / Consumer Access
April 22, 2015

Improving the Oral Health of our Clients ...

Client Grievance Process

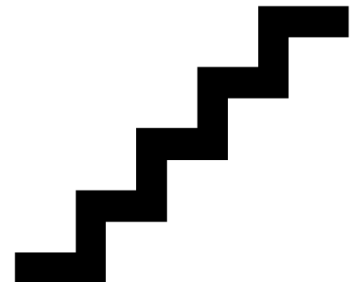
- Any client expression of dissatisfaction
- Recorded by all staff, but primarily by Client Service Representatives (CSRs) who work in the call center
- Also recorded by Dental Health Care Specialists (DHCS)
- Recorded in our Client Relationship Management (CRM) system
- Managed by CTDHP Provider Relations Staff
- Each grievance recorded with a type, level, date, provider and a narrative
- Reports run daily
- All clients offered DPH complaint form as appropriate



Complaint Levels

- **Level I**

- Non-clinical, administrative issues such as office is dirty, office staff rude, incorrect billing practice, “information different than what I was told”, benefit not covered, etc.
- Grievances recorded, if not solved by CSR or DHCS, provider relations staff will contact the provider office
- Repeated Level I complaints may result in Level II escalation



Complaint Levels

- **Level II**

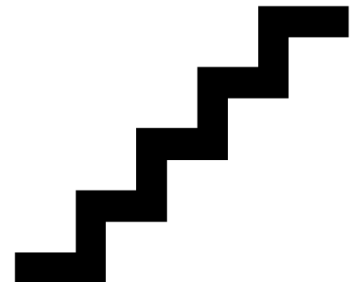
- Clinical care issues such as instruments not sterilized, unauthorized treatment, poor quality work, unsafe environment, etc.
- Grievances recorded, office visited by provider relations staff within 5 days, corrective action plan in writing, follow-up in 30 days
- If the office remains deficient with member safety practices, the office is referred to DSS for possible termination from the network



Complaint Levels

- **Level III**

- Serious issues such as violence or physical abuse of client, inappropriate sexual contact, treatment which causes an emergency care situation, etc.
- CSR/DHCS immediately advises provider relations staff and/or senior management. Immediate contact made with office, situation investigated.
- After facts gathered, DSS informed and appropriate action taken



Grievance Report

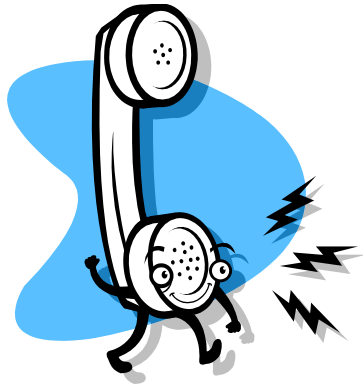
- 202 Grievances
- 2,354,933 Member Months
- Rate per 1000 Member Months: 0.00467
- Number by type:
 - Provider Access: 0
 - Quality of Provider Service: 191
 - Quality of ASO Service: 0
 - Other: 11



Grievance Report

- Grievances by Level
 - Level I: 197
 - Level II: 5
 - Level III: 0
- Most grievance concerning adult clients
- Broad range of concerns on provider care
- Other category a broad range including benefit limitations and hearing related issues





Client Call Center

855 - CT - DENTAL

(M-F, 8 AM - 5 PM)

Provider Relations

888 - 445 - 6665

(M-F, 8 AM - 5 PM)

7-1-1 TTY Relay Connecticut



www.ctdhp.com